### Case Closeout and Termination of Assistance

Successful RRH case closeout involves ending rental assistance and services after RRH staff have determined that the client is no longer at imminent risk of homelessness, as evidenced by some connection to mainstream resources, employment, and/or other supports. Planning for case closeout should begin within 30 days of program entry so that staff and clients have sufficient time to prepare closeout and to ensure the eventuality of case closeout is clearly communicated to clients from the very beginning.

**Positive Exits**RRH staff may close out the case at any time if the household is no longer at risk of homelessness and/or when the household indicates they are no longer in need of RRH services. Determining whether or not a household is still at imminent risk is a multi-step process. Case Managers should consider the following:

* Progress on Housing Stability Plan
* RRH client has gained or increased employment or cash income
* RRH client has gained or increased non-cash benefits or other mainstream resources
* RRH client has gained or accessed other supports, such as connecting with family support systems, for example
* Ratio of income to rent/living costs
* Housing in good standing (client is able to pay rent and follow lease conditions)

**Non-Responsive Exits**

There may be times when a client is nonresponsive, and it is necessary to exit them from the program. Program staff must make every effort to re-engage the client, even if it is just to exit them from the program. Reasons a client may become non-responsive could include incarceration, going to treatment, their work schedule, personal problems, being unable to pay their phone bill, or a problem with the program or the rules.

Staff must follow the termination policy and this protocol before exiting a nonresponsive participant:

* Make at least three attempts to contact the client by phone, mail, email, and/or home visit. You must use three different methods.
* Where there is a release, contact other organizations working with the client to see if they have information about the client’s whereabouts (only if appropriate and necessary).
* The very last effort prior to exiting a client (and when there is a release in place) would be to contact the landlord. This should be done with care and Case Managers must be careful to follow our confidentiality policy. This should only happen when the next effort will be closing out the case.

○ Where there is a release, contact the landlord to see if they have information about client whereabouts

If there is no contact for 30 days of multiple varied methods of attempts to reach the client, RRH staff exit the client from the program. Staff must send written communication of program termination to the client explaining the reason for and date of termination. The date of termination must be 33 days after the date of the termination letter. (The letter must be mailed the date it was written, or termination should account for the time it spent not in transit. Case Managers should send a letter to the landlord the same day with communication of the likely program termination and termination of financial assistance.

If the household contacts the RRH Case Manager project after the termination date and is still experiencing homelessness, RRH staff connect them with local homeless resources so they can be re-assessed and screened for RRH eligibility and prioritization

Future RRH assistance cannot be denied based upon their non-responsiveness.